

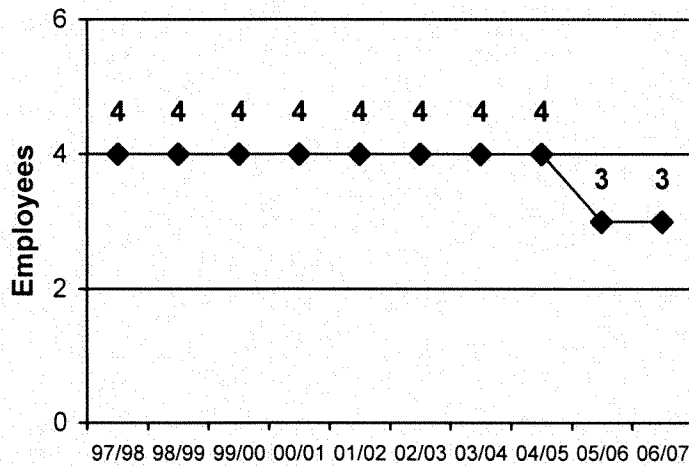
**MISSION STATEMENT**

Provide skilled, responsive, and cost effective Reprographic services to our customers in a friendly and service-oriented manner.

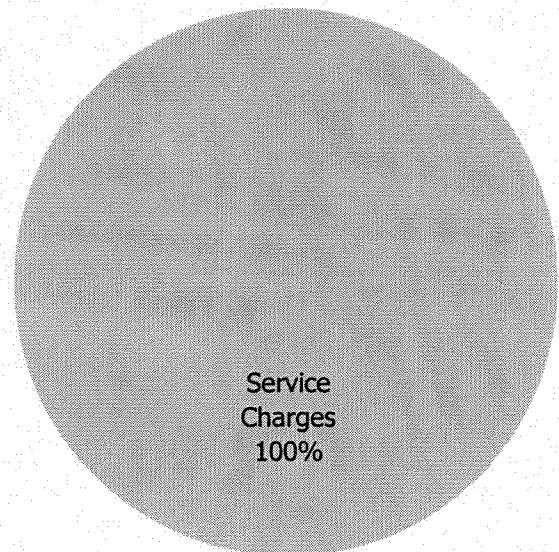
## SCHEDULE 10

OPERATING DETAIL	ACTUAL 2004-05	ESTIMATED 2005-06	PROPOSED ESTIMATES 2006-07	RECOMMENDED ESTIMATES 2006-07
(1)	(2)	(3)	(4)	(5)
REVENUES:				
OPERATING REVENUES				
Copying and Printing	607,176	606,000	629,088	622,102
Other	<u>0</u>	<u>1,800</u>	<u>1,796</u>	<u>1,796</u>
TOTAL OPERATING REVENUES	607,176	607,800	630,884	623,898
NONOPERATING REVENUES				
Maintenance Project	0	0	0	0
Interest	<u>2,281</u>	<u>2,300</u>	<u>2,300</u>	<u>2,300</u>
TOTAL NONOPERATING REVENUES	2,281	2,300	2,300	2,300
OPERATING REVENUES				
Sale of Fixed Assets	<u>829</u>	<u>0</u>	<u>0</u>	<u>0</u>
TOTAL OPERATING REVENUES	829	0	0	0
TOTAL REVENUES	610,286	610,100	633,184	626,198
EXPENSES:				
OPERATING EXPENSES				
Salaries and Benefits	202,941	208,000	213,724	213,724
Services and Supplies	316,325	296,652	316,117	309,131
Depreciation	22,215	19,442	12,141	12,141
Countywide Overhead Allocation	<u>44,537</u>	<u>86,006</u>	<u>91,202</u>	<u>91,202</u>
TOTAL OPERATING EXPENSES	586,018	610,100	633,184	626,198
TOTAL EXPENSES	586,018	610,100	633,184	626,198
NET INCOME (LOSS)	24,268	0	0	0
FIXED ASSET EXPENDITURES				
Equipment	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
TOTAL FIXED ASSET EXPENDITURES	0	0	0	0

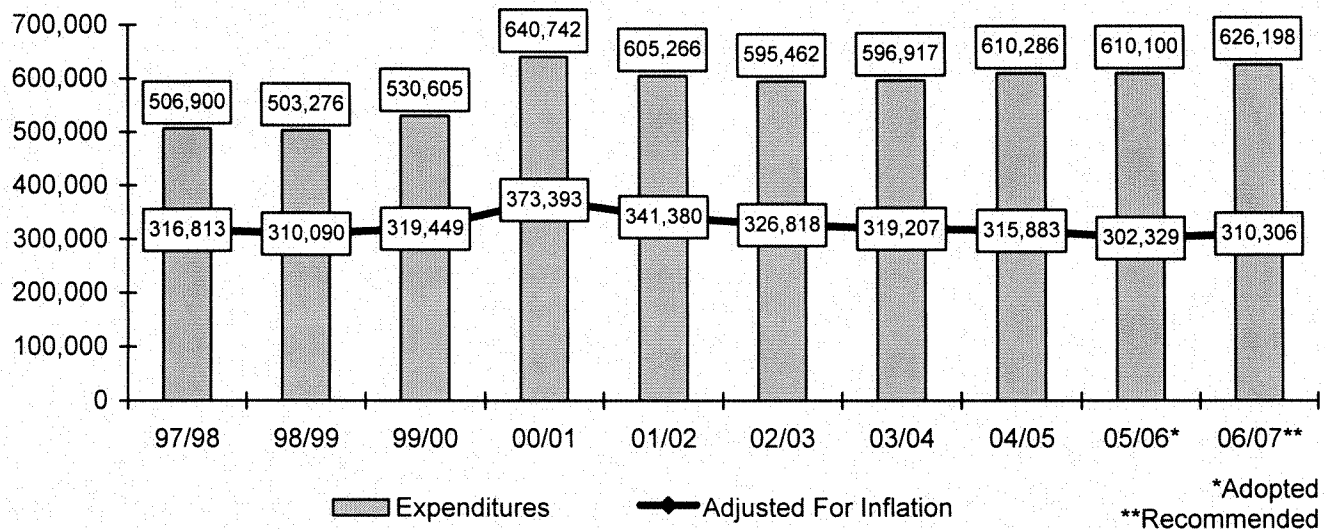
### Number of Employees (Full Time Equivalent)



### Source of Funds



### 10 Year Expenditures Adjusted For Inflation



### SERVICE PROGRAMS

#### Reprographics

Provide centralized reprographic services to County departments and other governmental agencies, including copying, offset printing, and blueprinting.

Total Expenditures: \$626,198 Total Staffing (FTE): 3.0

**DEPARTMENT COMMENTS**

The Reprographics Division of General Services exists to provide skilled, responsive, and cost effective Reprographic services to County Departments in a friendly and service-oriented manner, and at rates lower than private market competitors.

**Examples of results achieved in the past year: FY 2005-06**

**Customer Service** – Reprographics has a consistent customer satisfaction rating at 98%. County Department customers know their Reprographics technicians well, and know they can count on their reliability, and prompt, friendly service. The positive relationships the Reprographics technicians have developed over the years with their customers is a distinct benefit to customers, rather than dealing with a different clerk at a private company for every order.

**Internal Business Processing Improvements** – Reprographics was able to refinance a lease contract with Xerox. For the same monthly lease price, Reprographics replaced its older color copier with a new, faster, higher definition color copier. Customers appreciate the quicker turn around and better quality product.

**Financial Improvements** – Reprographics continues to offer services at below private market rates, as demonstrated annually through cost comparisons.

**Employee Development** – Reprographic technicians attended the General Services Academy conference hosted by San Luis Obispo General Services Department, and specifically, a Print and Mail Workshop. They were able to network with colleagues and share information regarding technological advances, trends, and business practices.

**Major Focus for FY 2006-07**

**Customer Service** – Reprographics will continue to provide the excellent, personalized service for which they have become known, recognizing that this is one of the key foundations for a service oriented business.

**Internal Business Processing Improvements** – Reprographics will begin efforts to replace the current, antiquated, manual entry billing system, which is not entirely compatible with the County's new financial system. The new billing system will be designed to handle Internet job estimating and ordering from customer's workstations, electronic uploads into the County's new financial system and will produce reports that will enhance short and long term business decisions. The new system will also open up a new customer base of non-County agencies that can seek estimates and order jobs via the Internet.

**Financial Improvements** – The new billing system mentioned above, will enable the transition from an hourly rate for all services to a per 1000 rate, which is industry standard in the print and copy business.

**Employee Development** – Employees will continue to have the opportunity to attend Reprographic workshops and trade shows to keep abreast of new technologies and trends.

**COUNTY ADMINISTRATOR'S COMMENTS AND RECOMMENDATIONS**

Reprographics, a division of the Department of General Services, is an Internal Service Fund (ISF) and as such, charges user departments for services. The recommended FY 2006-07 budget is essentially the same as the adopted FY 2005-06 budget. Salaries and benefits are recommended to increase by 4%, or \$9,794. This increase represents a cost of living increase for the ISF. Expenditures have decreased slightly, 5% or approximately \$21,332. Funding in the amount of \$25,000 for a new billing system is not being recommended. We are requesting that the department provide additional information, options and costs prior to considering funding it. Revenues are slightly down (2%) due to a decrease in outside agency billings.

# GOALS/PERFORMANCE MEASURES

<b>Department Goal:</b> Provide skilled, responsive, and cost effective reprographic services to County departments.						
<b>Communitywide Result Link:</b> A well-governed community.						
<b>1. Performance Measure: Percentage of customer survey respondents who rate quality of reprographics services as satisfactory or better.</b>						
01-02 Actual Results	02-03 Actual Results	03-04 Actual Results	04-05 Actual Results	05-06 Adopted	05-06 Projected Results	06-07 Target
100%	97%	100%	98%	96%	98%	97%
<b>What:</b> Survey results of internal County department customers.						
<b>Why:</b> To ensure effective customer service.						
<b>How are we doing?</b> Surveys are distributed to large job customers with the final print/copy job so that the survey response is job specific and immediate. Surveys are compiled and reported on in the 4 <sup>th</sup> quarter of each fiscal year.						
<b>2. Performance Measure: Rates charged by Reprographics for common print jobs compared to rates charged by private vendors for the same jobs.</b>						
01-02 Actual Results	02-03 Actual Results	03-04 Actual Results	04-05 Actual Results	05-06 Adopted	05-06 Projected Results	06-07 Target
Did not exist	Did not exist	Repro Rates below market (private companies)	Repro Rates below market (private companies)	Repro Rates below market (private companies)	Repro Rates below market (private companies)	Repro Rates below market (private companies)
<b>What:</b> Job rates charged by Reprographics to perform common print jobs as compared to a local private vendors rates.						
<b>Why:</b> To demonstrate Reprographics cost competitiveness with local private vendors.						
<b>How are we doing?</b> FY 2005-06 actual results were measured for following 3 jobs combined: (1) 5 sheets one sided color copy on 8.5x11 white card stock, (2) 20 sheets two sided color copy on 8.5x11 white Laser paper, (3) 20 sheets folded in thirds. Private vendors' rate = \$50.30. Reprographics' rate = \$25.45, or 51% of the private vendors' rates. In 2006-07, we will continue to compare Reprographic's rates with those of private competitors for a customary job, to measure how Reprographic's rates compare to private market rates.						